

Concession Information for Team Managers

The concession depends on volunteers to help, so please make sure that you have volunteers lined up for all games at the JRC and Sportsplex arenas. A fine of **\$50** will be issued to a team for **each** volunteer that does not show up. Volunteers are to sign in on a sheet posted by the entrance to the concession. They are to record the time and the full team name along with their name.

Volunteer Requirements:

Midget AAA:	3 volunteers-if not busy 1 can be on stand-by
League/Exhibition Games:	2 volunteers supplied by home team
Tournaments/Provincials:	2 volunteers supplied by host team
Chiefs & Hawks games:	2 volunteers-30 minutes prior to game time

Minor Hockey Volunteer Times: 15 minutes prior to game time, 1 minute prior to, and for the duration of, the 1st and 2nd period intermission or until line-ups subside, and 15 minutes at the conclusion of the game, or until line-ups subside. If there is a game following the current one the next team supplies the volunteers.

Chiefs and Hawks Games: arrive 30 minutes prior to game time. The volunteers will stay in the concession until it closes at the end of the 2nd period intermission (*the concession will not close at the end of the 2nd if the game is not the last game of the evening, which is a rare occurrence*). The volunteers are expected to, upon the closing of the concession, remain and clear the condiment table, re-stock the concession from the storage room, and wipe down the counters.

Concession openings:

The concession:

will not be open for any practices.

will not be open for evening games Monday to Thursday, except Chiefs and Hawks, or tournaments.

will be open for Friday evening games, only when the ice schedule is such that there are at least 2 games (may be a combination of hockey and ringette games) scheduled back to back.

will be open Saturdays and Sundays from 7:30 AM to 11PM whenever there are back to back games to allow it.

will open upon request for tournaments and special events.

PLEASE CHECK TO SEE IF THE CONCESSION IS OPEN AS YOU ARRIVE AT THE RINK AND HAVE VOLUNTEERS AVAILABLE IF IT IS.

Thank you for your co-operation and understanding,

Concession Manager

Birgit Blizzard

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Basic rules that apply to all concession volunteers:

- All volunteers must wash their hands when entering the concession area, and again periodically throughout the session.
- Volunteers may not wear shorts or open toed shoes or sleeveless tops. If a volunteer reports wearing shorts or open-toe shoes, they will not be allowed inside the concession and a suitably attired volunteer must be sent in to replace that volunteer immediately. If a replacement volunteer is not supplied, the team will be fined \$50 for the volunteer shortage.
- Anyone selling 5¢ candy must wear the disposable plastic gloves that are provided when handling the candy.
- Volunteers are **NOT** to use the grill or deep fryers at any time.
- Volunteers are not to eat while in the concession area, they may however eat outside of the concession area during a slow period while the game is on (in the case of the Chiefs and Hawks).
- Volunteers are requested to re-stock pop coolers, candy bins and wipe tables and counters when they see the need.
- The concession will allow all volunteers free hot beverages.
- Please sign in on sheet by door at the start of the slot.
- Show respect toward concession employees and customers.

Many of the basic rules for concession volunteers are laid out in accordance with health board regulations. The required volunteer numbers and concession openings schedule are made in the spirit of providing the best service in the most cost effective manner possible, thereby providing the greatest amount of financial return to the sport programs possible. Please accept these rules, numbers and schedules for the purpose for which they are intended.

Thank you for your co-operation and understanding.